Use of telephone for getting informations on. reservation etc.

1286. SYED SIBTEY RAZI: Will the Minister of RAILWAYS be pleased to state;

(a) whether it is a fact that Northern Raiiway has made wide publicity infor ming travelling people to make use of Telephone N'os. 343333 and 343334 for getting somo infoimaion on reservation etc.;

(b) if so, the details thereof and services provided on each telephone connection;

(c) whether the services being provided on these telephone numbers are manual or computerised;

(d) whether 10 to 15 lines have been provided on above connections so that the functions of these numbers may no: remain busy all the time:

(e) whether Government have taken some measures to ensure that these connections are not kept busy fictitiously; and

(f) whether Government have also taken some measures ensuring proper surveillance of these connections so that the enquiries on these connections are attended honestly and sincerely?

THE MINISTER OF RAILWAYS (SHRI C: K. JAFFER SHARIEF): (a) Yes, Sir.

(b) Phone Nos. 343333 for Sleeper Class/Second Class and 343334 for other classes have been provided to deal with enquiries relating to availability of reserved accommodation, current status of passengers about their, reservations, fare and other reservation related enquiries etc

(.c) These phones are manned by staff who deal with the enquiries with the help of computer reservation ter minals.

(d) A total of 12 telephone lines are available on these numbers'.

(e) and (f) The working of the staff manning these telephones is closely monitored so that the purpose of providing the facility is properly served.

Introduction of "BOLT" Scheme

1287. SHRI K. M. KHAN: Will tli^ Minister of RAILWAYS be pleased to state:

(a) whether it is a fact that Government have launched a "BOLT" Scheme;

(b) if so, the details thereof with background;

(c) whether this scheme also covers development and maintenance of some Railway Stations of the country in Private sector;

(U) if so, the names of such stations and nature of development and maintenance works to b© transferred to private sector;

(e) whether Government propose to bring booking and reservation of pas senger tickets under "BOLT" Scheme; and ^

(f) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF RAILWAYS (SHRI C. K. JAFFER SHARIEF): (a) Yes, Sir.